eAccess User Guide

Table of Contents

Contact Information 3

General eAccess User Information 4

Usernames and Passwords 5

Terms & Conditions 6

Patient Profile Search Criteria: 7

Troubleshooting: 9

Contact Information

Nova Scotia Prescription Monitoring Program
P.O. Box 2200
Halifax, NS B3J 3C6

Business Hours: Monday – Friday 8am to 5pm

Phone: 1-902-496-7123
Toll free: 1-877-476-7767
Email: NSPMP@medavie.bluecross.ca
Website: www.NSPMP.ca
eAccess: https://eaccess.nspmp.ca

General eAccess User Information

The purpose of this guide is to provide users with an overview of eAccess and explain how to log on and access patient profiles. eAccess will provide prescribers and pharmacists with timely access to information they need to determine the best treatment for patients while promoting the appropriate use and the reduction of abuse and misuse of monitored drugs. Prescribers and pharmacists will now have access to patient profiles through a secure online link.

The eAccess application will provide claims for monitored drugs in real time. The exception to this will be between the hours of 4 am to 7 am, Monday through Sunday. The patient profile will still be available for viewing; however, claims entered during this time period, will not be processed or appear on the patient profile until after 7 am. Regular maintenance may be conducted on the eAccess system between the hours of 12 am and 7 am. This may cause temporary periods when the system is not accessible. Every effort will be made to notify users in advance of scheduled outages.

In order to be eligible for eAccess, prescribers and pharmacists must be registered with NSPMP. As well, prescribers and pharmacists must also complete eAccess registration and user agreement forms. Copies of these forms are available for download from the NSPMP website or can be requested from a NSPMP Customer Service Representative. Once the NSPMP receives the completed registration and user agreement forms, a username and password will be issued to the prescriber or pharmacist.

eAccess users will have the ability to view up to a maximum of one year's worth of an individual's NSPMP claims history. Should a user require a claim history greater than one year, they will be required to contact the NSPMP during regular business hours.

Password Resets - Should a user require a password reset, they must contact NSPMP at 902-496-7123 or toll free at 1-877-476-7767. Requests for password resets can only be processed Monday through Friday between the hours of 8am and 5pm. **There will be no support for password resets outside of NSPMP business hours.**

Login Attempts - After 3 failed login attempts, the user account will be locked. Should this occur users will be required to contact the NSPMP to have the account unlocked. **There will be no support for locked accounts outside of NSPMP business hours.**

Security Breaches - As outlined in the eAccess User Agreement, **all** information pertaining to eAccess is deemed confidential and is intended for the registered user only. This includes usernames, passwords and patient profiles. Should a user identify that a breach of security has occurred, they are responsible for notifying the NSPMP immediately. Failure to comply with the eAccess User Agreement may result in access being revoked and/or disciplinary action with the appropriate licensing authority.

Cancellation of eAccess - Cancellation of a users access can occur based on the following reasons:

- User no longer works in NS
- User has a restriction to their license
- User has been involved in a security breach
- User has requested cancellation of eAccess

Usernames and Passwords

Usernames:

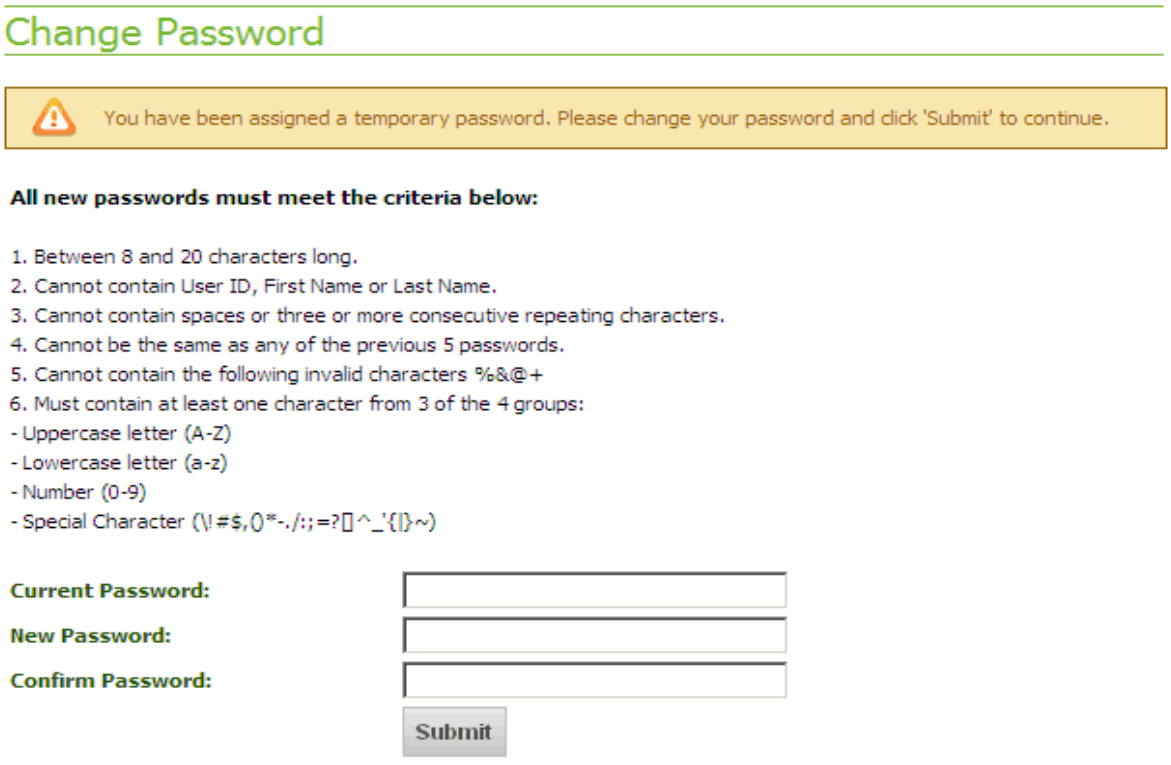
Usernames are unique to each user and will not change. Usernames are **only** to be used by the registered user and are **not** to be shared with anyone.

Passwords:

The password a user receives upon registration is randomly generated by NSPMP. This password can be used once during the initial login to eAccess. Upon login, users will be prompted to select a new password based on the following criteria:

1. Must be between 8 and 20 characters long.
2. Cannot contain the Username, First Name or Last Name.
3. Cannot contain three or more consecutive repeating characters.
4. Cannot be the same as any of the previous 5 passwords.
5. Cannot contain the following invalid characters %&@+
6. Must contain at least one character from 3 of the 4 groups:
    a. Uppercase letter (A-Z)
    b. Lowercase letter (a-z)
    c. Number (0-9)
    d. Special Character !#$'()*,-./:;=?[|]^_'{}~

The user will only be prompted to change their password once and when changed, the new password will be used for each subsequent login. Passwords are **only** to be used by the registered user and are **not** to be shared with anyone.

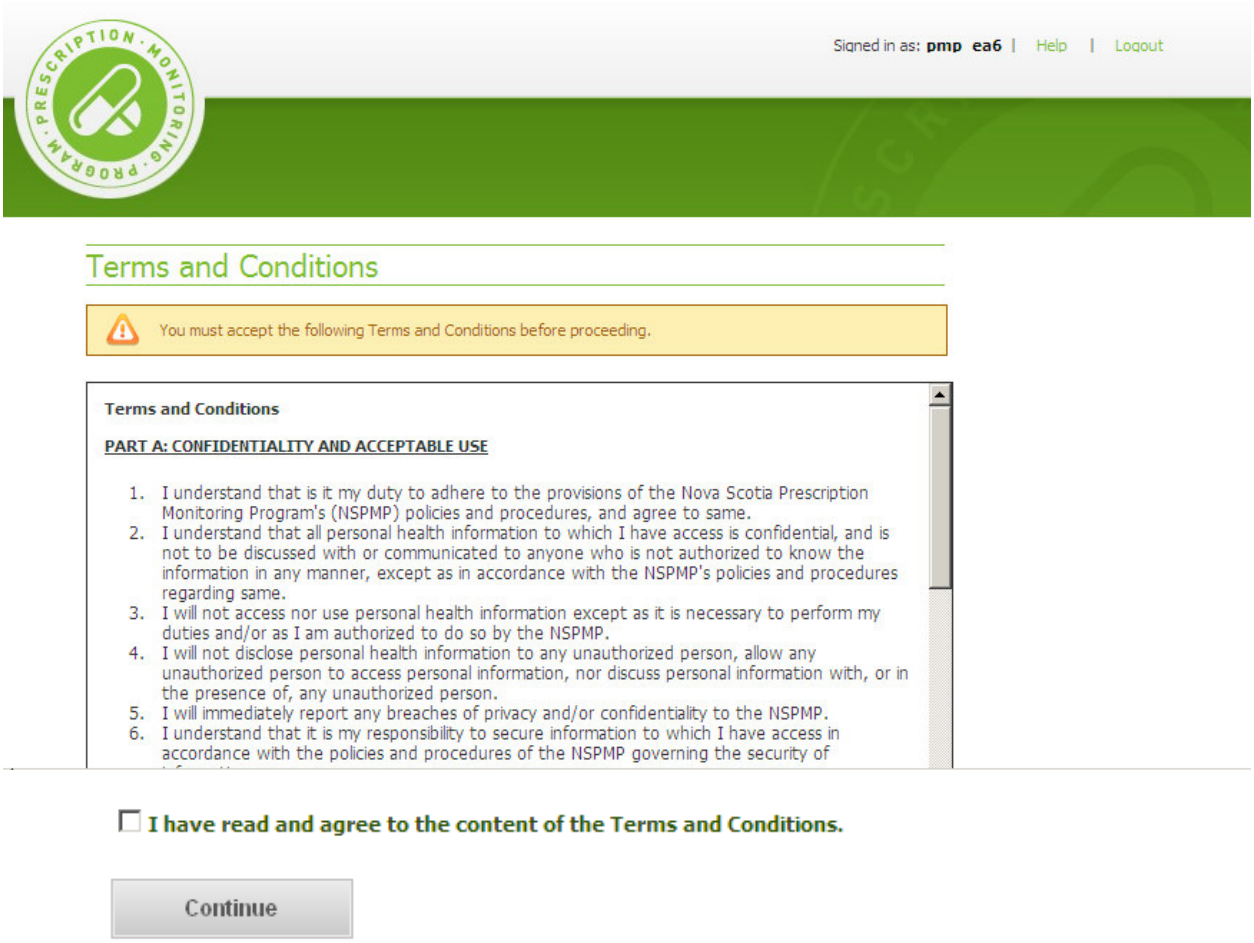

Change Password
You have been assigned a temporary password. Please change your password and click 'Submit' to continue.
All new passwords must meet the criteria below:
1. Between 8 and 20 characters long.
2. Cannot contain User ID, First Name or Last Name.
3. Cannot contain spaces or three or more consecutive repeating characters.
4. Cannot be the same as any of the previous 5 passwords.
5. Cannot contain the following invalid characters %&@+
6. Must contain at least one character from 3 of the 4 groups:
- Uppercase letter (A-Z)
- Lowercase letter (a-z)
- Number (0-9)
- Special Character (\!#$,()*-./:;=?[]^_'{|}~)
Current Password:
New Password:
Confirm Password:
Submit

Password Resets:

There will be no support for password resets outside of NSPMP business hours. Should a user require a password reset, they must contact NSPMP at 902-496-7123 or toll-free at 1-877-476-7767. Requests for password resets can only be processed Monday through Friday between the hours of 8am and 5pm.

Terms & Conditions

Once users have logged in to eAccess they will be required to read the Terms & Conditions of use and indicate they agree with them. The Terms & Conditions are similar to those that were part of the User Agreement signed by the prescribers and pharmacists at the time of registration.

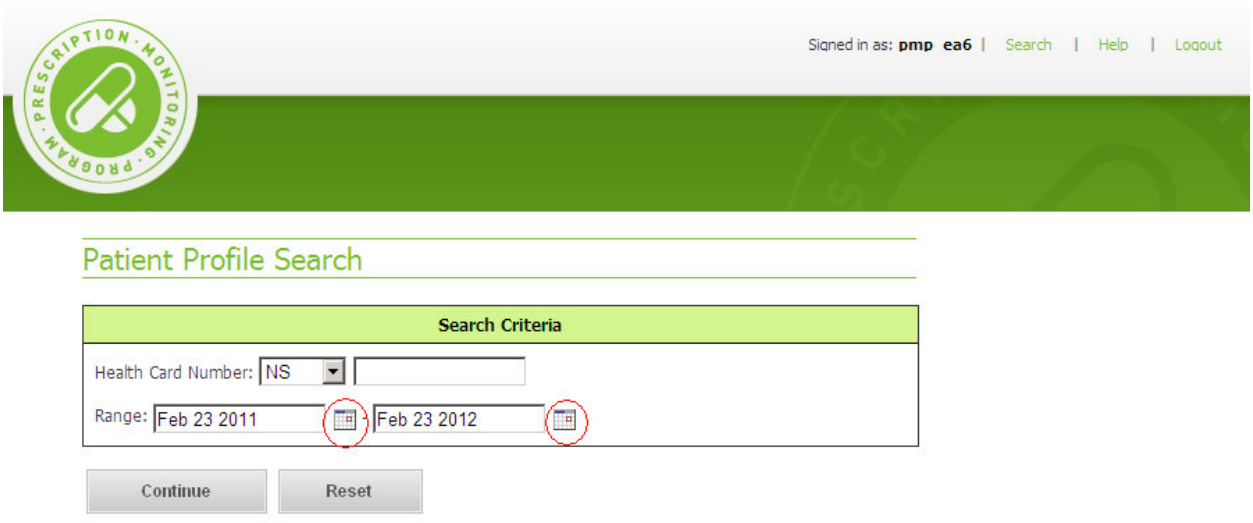

Signed in as: pmp ea6 | Help | Logout
Terms and Conditions
You must accept the following Terms and Conditions before proceeding.
Terms and Conditions
PART A: CONFIDENTIALITY AND ACCEPTABLE USE
1. I understand that is it my duty to adhere to the provisions of the Nova Scotia Prescription Monitoring Program's (NSPMP) policies and procedures, and agree to same.
2. I understand that all personal health information to which I have access is confidential, and is not to be discussed with or communicated to anyone who is not authorized to know the information in any manner, except as in accordance with the NSPMP's policies and procedures regarding same.
3. I will not access nor use personal health information except as it is necessary to perform my duties and/or as I am authorized to do so by the NSPMP.
4. I will not disclose personal health information to any unauthorized person, allow any unauthorized person to access personal information, nor discuss personal information with, or in the presence of, any unauthorized person.
5. I will immediately report any breaches of privacy and/or confidentiality to the NSPMP.
6. I understand that it is my responsibility to secure information to which I have access in accordance with the policies and procedures of the NSPMP governing the security of
I have read and agree to the content of the Terms and Conditions.
Continue

Patient Profile Search Criteria:

Users will be required to enter a valid Health Card Number in order to search for a patient. For those patients that are from out of province, please ensure that the appropriate cardholder identity is selected from the drop down list provided. The cardholder identities are:

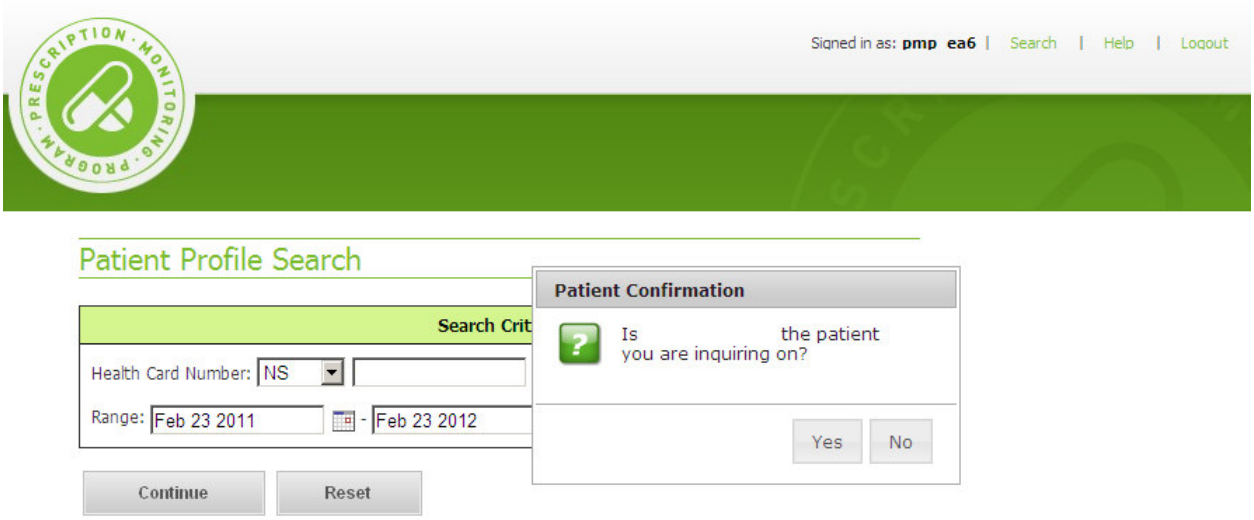
CARDHOLDER IDENTITY	PROVINCE	HEALTH CARD NUMBER	CARDHOLDER IDENTITY	PROVINCE	HEALTH CARD NUMBER
AB	Alberta	9 digits	ON	Ontario	10 digits
BC	British Columbia	10 digits	PE	PEI	8 digits
MB	Manitoba	9 digits	QC	Quebec	4 letters+ 8 digits
NB	New Brunswick	9 digits	SK	Saskatchewan	9 digits
NL	Newfoundland	12 digits	YT	Yukon	9 digits
NS	Nova Scotia	10 digits	CF	Canadian Forces	1 letter+ 8digits
NU	Nunavut	9 digits	RCMP	RCMP	5 or 6 digits
NT	NWT	1 letter+ 7 digits			

The eAccess system is designed to provide users with a default date range which is one year of claims history from the date of login. Users have the ability to select alternative date ranges within that one year period, using the calendar icons.



*** Please note that if users require a date range greater than one year, they must contact the NSPMP. Patient profiles will continue to be available through the NSPMP during regular business hours.**

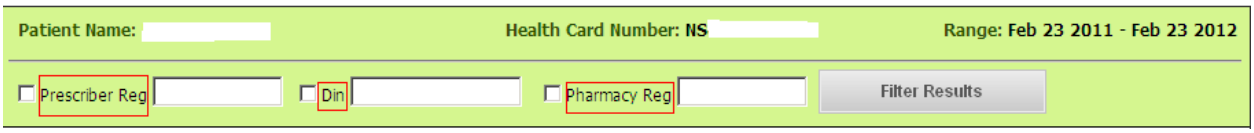
Once users have entered in a valid Health Card Number and selected the required date range, it will be necessary to confirm the identity of the patient selected.



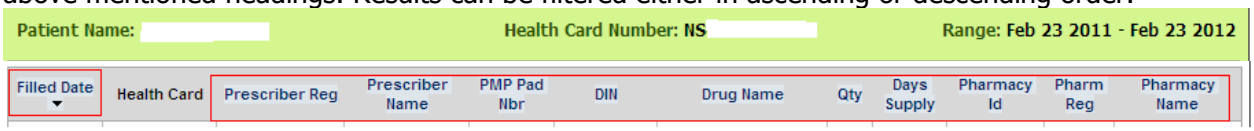
Upon verifying the patient's identity, users will be presented with a patient profile. *The patient profiles are similar in design to the current profiles provided by NSPMP.* Profiles can be printed, if necessary by clicking on the Printer Friendly icon at the top right hand corner.

Filter Tool: revise this section

Users will have the ability to filter the profile results if necessary. There are two options available for filtering search results. The first option is by selecting the Prescriber Reg (license number), DIN, or Pharmacy Reg (license number) and then clicking "Filter Results". The patient profile will contain the license number and DIN information required for this filtering method

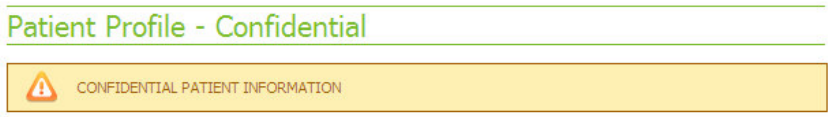


The second option for filtering is by Filled Date, Prescriber Reg. (license number), Prescriber Name, NSPMP Pad Number, DIN, Drug Name, Quantity, Days Supply, Pharmacy ID (provider number), Pharmacy Reg. (license number) or Pharmacy Name. To filter using this method, click on any of the above mentioned headings. Results can be filtered either in ascending or descending order.



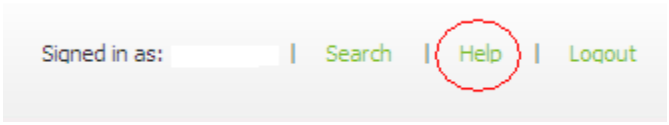
New Patient Search:

To begin a new patient search, users can click on the Search link at the top right hand corner of the screen or click on New Search at the bottom of the profile.



Troubleshooting:

Should assistance be required while using eAccess, users can click on the Help link at the top right hand corner of the screen to access troubleshooting tips.



Validation Messaging - While using eAccess, users may encounter various validation messages. The following tables outline the possible validation messages, their meanings and required action.

Login Errors:

Message	Required Action
Your account has been locked for an unknown reason. Please contact the NSPMP office at 902-496-7123 or 1-877-476-7767.	Contact the NSPMP for assistance.
Your account does not have the correct permissions to access this application. Please contact the NSPMP office at 902-496-7123 or 1-877-476-7767 if this is an error.	Contact the NSPMP for assistance.
Invalid username or password. *Warning: You will be locked out after 3 invalid attempts.*	Re-enter correct username and password. If account becomes locked, contact the NSPMP for assistance.

Your account has been locked because of too many invalid login attempts. Please contact the NSPMP office at 902-496-7123 or 1-877-476-7767 to unlock it.	Contact the NSPMP for assistance.

Password Errors:

Message	Required Action
Current password is incorrect.	Enter correct password.
New password cannot be the same as the old password.	Select a new password.
New password and confirm password do not match.	Re-enter password information.
Password must be between 8 and 20 characters.	Select a new password.
Password must not contain User ID, First name or Last name.	Select a new password.
Password must not contain spaces or three or more consecutive repeating characters.	Select a new password.
Password must satisfy 3 of the 4 password conditions.	Select a new password.
New password matches one of the 5 previous passwords.	Select a new password.
There was a problem updating your password. Please try again.	Re-attempt to change password. If error continues to occur, contact the NSPMP for assistance.

Terms & Conditions:

Message	Required Action
User must accept the following Terms and Conditions before proceeding.	Select "I have read and agree to the content of the Terms and Conditions".

Patient Claim Search Screen:

Message	Required Action
The Health Card Number is not valid.	Verify Health Card Number and re-enter valid information.
The Health Card Number must not contain any spaces.	Re-enter the Health Card Number without spaces.
The Start Date must be before the End Date.	Select/enter the correct start date.
Invalid date format.	The correct date format is MMM DD YYYY. Enter correct date.
Missing search criteria.	Users must enter a valid Health Card Number and valid date ranges.
Dates entered must be within one year of current date. If you require information prior to this, please contact the NSPMP office at 902-496-7123	Re-enter valid date ranges.

or 1-877-476-7767.	
Your search returned 0 results. Please contact the NSPMP office at 902-496-7123 or 1-877-476-7767.	Contact the NSPMP for assistance.

Filter Action:

Message	Required Action
Criteria must be entered for selected search filters.	Depending on which filter option is being used, users must enter the applicable information (i.e. DIN)
Criteria must be entered to filter search results	User must select one of the filter checkboxes before hitting "Filter Results".

System Error:

Message	Required Action
A system error has occurred. Please try to login again. If the problem persists contact the NSPMP office at 902-496-7123 or 1-877-476-7767.	Contact the NSPMP for assistance.

Please note: NSPMP staff will be available to provide assistance during regular business hours. The NSPMP business hours are Monday – Friday, 8am to 5pm. Assistance will **not** be available to users outside of NSPMP business hours.